

GLOSSARY OF HIV-RELATED SERVICE CATEGORIES

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Adult Day Health: Home- or facility-based therapeutic, nursing, supportive and/or compensatory health services provided in accordance with a written, individualized plan of care. Adult day health/day care services are those services or activities provided to adults who require care and supervision in a protective setting for a portion of a 24-hour day. Component services or activities include opportunity for social interaction, companionship and self-education, health support or assistance in obtaining health services, counseling (including mental health and substance use counseling), medication management, recreation and general leisure time activities, meals, personal care services, plan development and transportation.

Alternative/Non-Western Therapies: The provision of primary or complimentary non-allopathic medical care and medicinal treatments designed to enhance the immune system, reduce the incidence of opportunistic infections, relieve debilitating symptoms of HIV/AIDS (such as pain, fatigue, neuropathy and diarrhea), ameliorate medication side effects and provide mental/emotional care to reduce depression, anxiety and despair, including naturopathy, acupuncture, Traditional Chinese Medicine (TCM).

Ambulatory/Outpatient Medical Care: The provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist or nurse practitioner in an outpatient, community-based and/or office-based setting. This includes diagnostic testing, early intervention and risk assessment, preventative care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, care of minor injuries, education and counseling on health and nutritional issues, minor surgery and assisting at surgery, well-baby care, continuing care and management of chronic conditions, and referral to and provision of specialty care. The provision of primary medical care must be consistent with Public Health Service guidelines.

Case Management: A range of client-centered services that links clients with health care, psychosocial and other services to ensure timely, coordinated access to medically appropriate levels of health and support services, continuity of care, and ongoing assessment of the client's and other family members' needs and personal support systems, and in-patient case management services that prevent unnecessary hospitalization or that expedite discharge, as medically appropriate, from in-patient facilities. Key activities include: initial comprehensive assessment of the client's needs and personal support systems; development of a comprehensive, individualized service plan; coordination of the services required to implement the plan; client monitoring to assess the efficacy of the plan; and periodic reevaluation and revision of the plan as necessary over the life of the client. May include client-specific advocacy and/or review of utilization of services.

The information and assistance component of the program is the entry point to other case management services and is also responsible for promoting community awareness of program services. Information and assistance is provided to individuals with HIV infection who (a) are able to locate and access needed services with sufficient information, or (b) do not require ongoing case management but need someone to assist them or act on their behalf in order to obtain needed services or benefits or (c) need to be screened to determine if they should be referred for a comprehensive assessment. Key activities include: information giving, screening, service referral and assistance (when client will not receive other case management services), client advocacy and community resource information systems.

Child Care: Home- or community-based non-medical assistance designed to relieve or replace the primary care giver responsible for providing day-to-day care of the client or client's children.

Client Advocacy: A client-centered, single-issue service provided on an intermittent basis. Service provided might include assistance in obtaining: financial/benefits counseling, interpreter services, peer or client advocacy, and medical and/or treatment information. To prevent duplication of case management services, client advocacy does not involve coordination and follow-up on medical treatments or other ongoing psychosocial needs.

Counseling/Emotional Support: Individual and/or group counseling services other than professional mental health counseling, which is provided to clients, family and/or friends by non-licensed counselors. May include psychosocial providers, peer counseling/support group services, caregiver support/bereavement counseling, and/or drop-in counseling.

Dental Care: Diagnostic, prophylactic and therapeutic services rendered by dentists, dental hygienists and similar professional practitioners.

Direct Emergency Financial Assistance: Provision of short-term payments to agencies, or establishment of voucher programs to assist with emergency expenses related to food or utilities. These allocations must be monitored to assure emergency needs, limited amounts, limited use, and for limited periods of time.

Drug Reimbursement Program: On-going service/program to pay for approved pharmaceuticals/medications for persons who are un- or under-insured.

Food/Meals: Provision of food, meals, or nutritional supplements (not finances to purchase food or meals, nor nutritional services).

Health Education/Risk Reduction: Education and other risk reduction interventions targeted to individuals living with HIV to reduce the spread of HIV or the acquisition of STDs or new strains of HIV. Services must be provided to HIV+ persons in the context of one of the following HIV care service programs: HIV ambulatory/outpatient medical or alternative care, case management, mental health therapy/counseling, or substance use treatment/counseling. Services must be acceptable and appropriate to the individual client. Strategies used should be considered effective for the target population according to scientific literature on HIV prevention.

Home Health Care: Therapeutic, nursing, supportive and/or compensatory health services provided by a licensed/certified home health agency in a home/residential setting in accordance with a written, individualized plan of care established by a case management team that includes appropriate health care professionals. Component services can include homemaker, home health aide and personal/attendant care.

Housing Assistance/Housing-Related Services: Assistance in locating, obtaining and/or maintaining suitable emergency, transitional or on-going shelter (such as assisted and/or group living situations, Section 8 programs). Includes costs associated with finding a residence and/or subsidized rent in the form of short term or emergency financial assistance to support temporary housing to enable the individual or family to gain and/or maintain medical care.

Insurance Programs: Financial assistance program to assist eligible low income individuals with HIV disease in maintaining a continuity of health insurance or receiving medical benefits under a health insurance program including risk pools. Assistance shall not be utilized to pay any costs associated with the creation, capitalization, or administration of a liability risk pool and to pay any amount expended by a State under Title XIX of the Social Security Act.

Legal Services: Legal services directly necessitated by a person's HIV status including: preparation of Powers of Attorney, Do Not Resuscitate Orders, wills, trusts, bankruptcy proceedings, and interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation.

Mental Health Therapy/Counseling: Psychological and psychiatric treatment and counseling services, including individual and group counseling, offered by a licensed, professional mental health provider licensed or authorized within the State, including psychiatrists, psychologists, clinical nurse specialists, social workers and counselors.

Outreach: Outreach programs that have as their principal purpose identification, education and referral of persons with HIV disease so that they may be enrolled and retained in care and treatment services. Outreach programs must: be planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort, be targeted to populations known through epidemiological data to be at significant risk for HIV infection, and be conducted at times and in places where there is a high probability that HIV-infected individuals will be reached.

Referral: The act of directing a person to a medical, dental, or other provider, in person or through the phone, written or by other types of communication.

Substance Use Treatment/Counseling: Provision of treatment and/or counseling to address substance abuse (including alcohol) problems, provided in an outpatient or residential health service setting.

Transportation: Conveyance services provided to a client in order to access health care or psychosocial support services. May be provided routinely or on an emergency basis.

Treatment Adherence Support: Provision of counseling or special programs to ensure readiness for and adherence to complex HIV/AIDS treatments.

Volunteer Home Chore: Activities provided by volunteers/peers to assist the client in performing household tasks.